

22. Customer Support Postcard Trailers

22.1 Summary

The Customer Support Postcard Trailers function has two (2) screens. These screens are for noting the customer's evaluation of the product or service received as well as other comments, follow-up and the record's position in the postcard tracking process.

When the Customer Support Postcard Trailers screen 1 (Figure 22.3) opens, you can either select Open or New as explained in Section 6. The procedures for using these options in the Customer Support Postcard Trailers function are discussed below.

Open



When you want to find an existing record to view or edit, select Open by clicking on Open in the drop-down list of File options or on the Open icon. When you select Open, the Search window shown in Figure 22.1 pops up on your monitor with the cursor in the Postcard ID box. Type in the Postcard ID number (Section 22.2.1.1).for the record you want to find, and then click on **OK**. (First type in the numeric part, then press Tab or Enter and type in the single letter.)

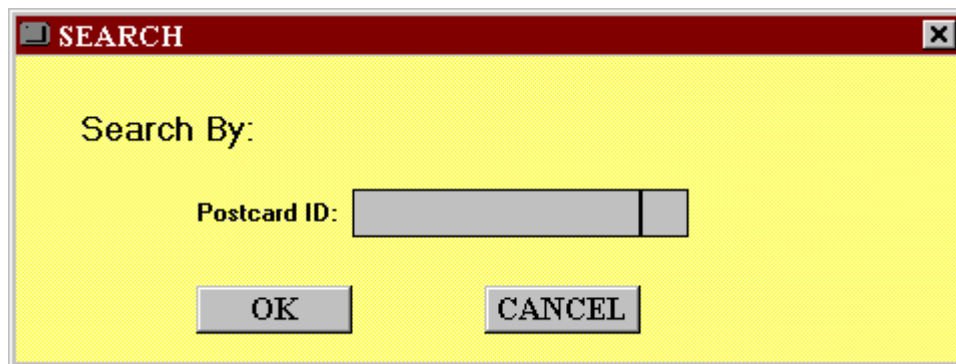


Figure 22.1 Customer Support Postcard Trailers Search Pop-Up Window

When you click on **OK**, the application searches for a matching record. One of two things will happen as a result of the search: a matching record will be found or no matching record will be found. If a matching record is found, the associated information will be automatically displayed on the Customer Support Postcard Trailers screens.

If no matching record is found, a message window (Figure 22.2) will pop up on your monitor informing you that “No data met your search criteria.” Click on **OK** to make this window disappear.



Figure 22.2 No Data...Pop-Up Message

New



If you want to add a new record, select New by clicking on New in the drop-down list of File options or on the New icon. When you do, information based on your Username entered during the Log-in procedure is displayed in the District, CAO and CAO Name data boxes. In addition, the current date is displayed in the Date Sent data box. This date is highlighted. To accept the highlighted (current) date, press Tab or Enter. To change the highlighted date, type in the correct date. The date you type will override the system date. Continue to add your postcard information.

22.2 Customer Support Postcard Trailers Screen 1

The top of the Customer Support Postcard Trailers screen 1 is for postcard mailing information. With the exception of the Date Rcvd data box, the top part is for Contract Administration (CAO) use only. The bottom part is for the customer's evaluation of products and/or services. Only District personnel can enter the evaluation information (bottom section of screen).

Postcard Trailers (Screen 1 of 2)

File Edit Functions Administration Help

Postcard ID: 22.2.1.1 Date Sent: 22.2.1.2 Date Rcvd: 22.2.1.3

District: 22.2.1.4 CAO: 22.2.1.5 CAO Name: 22.2.1.6

RCN/RFP/Contract #: 22.2.1.7 Product: 22.2.1.8

CAO Contact: 22.2.1.9 Contact Phone: 22.2.1.10

Contact DSN: 22.2.1.11 Service: 22.2.1.12

Contact E-mail: 22.2.1.13

	Totally Dissatisfied			Completely Satisfied			
	1	2	3	4	5	6	
Information provided in a timely manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	22.2.1.14
Information accurate and complete?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	22.2.1.15
Was information "value-added"?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	22.2.1.16
Customer satisfied with product/service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	22.2.1.17

Figure 22.3 Customer Support Postcard Trailers Screen 1

Note: Numbers in data boxes indicate corresponding section numbers.

22.2.1 Fields for Customer Support Postcard Trailers Screen 1

22.2.1.1 Postcard ID

This protected data field is for the unique identifier for a record. The identifier is automatically generated and displayed when you save the record as a 6-digit sequential number and one alpha character (E, I or W for East, International or West). The alpha character is based on the Username entered in the Log-in procedure.

22.2.1.2 Date Sent

Enter the date (MMDDYY format) on which the postcard was sent. This data box is automatically populated with the current date. If the postcard was not sent on this date, enter the date on which it was sent. The Date Sent must be the same as or earlier than the current date (Date Sent \leq System Date). This is a required data element.

22.2.1.3 Date Recvd

Enter the date (MMDDYY) format on which the postcard was received. The Date Received must be the same as or earlier than the current date and the same as or later than the Date Sent (22.2.1.2). (Date Sent \leq Date Received \leq System Date) *Note: This information may be entered by the District only.*

22.2.1.4 District

This is for the 5-character (alpha) MOCAS code which identifies the Defense Contract Management Command (DCMC). It is protected and automatically populated based on the Username entered during the Log-in procedure.

22.2.1.5 CAO

This is for the 2-character (alpha) MOCAS code which identifies the Contract Administration Office (CAO). It is protected and automatically populated based on the Username entered during the Log-in procedure.

22.2.1.6 CAO Name

This is for the Contract Administration Office (CAO) name (up to 30 alphanumeric characters). It is protected and automatically populated with the name associated with the CAO DoDAAC (22.2.1.5).

22.2.1.7 RCN/RFP/Contract

Enter a unique contract identifier (up to 30 alphanumeric characters). This is a required data element.

22.2.1.8 Product

Select the name of the product being provided from this drop-down list. The choices are Waiver/Deviation Request; First Article Test; Product Quality Deficiency Report; Memorandum of Agreement; Post Negotiation Memorandum; Contract Closeout Action; Program Status Report; Advance Agreement: FPRA, Billing Rates; Final Agreement: Overhead Rates; Technical Support to Negotiations; PreAward Survey; Subcontracting Plan; Contract Modification; Pricing Report; Program Assessment/Problem Report; Other; Plant Clearance; Property Management; Transportation; Engineering Change Proposal; Packaging; Flight Safety; Specialized Safety; Contractor Performance Measure Report; Contract Termination. This is a required data element.

22.2.1.9 CAO Contact

Enter the name (up to 30 alphanumeric characters) of the person at the Contract Administration Office (CAO) entering the information. This is a required data element.

22.2.1.10 Contact Phone

Enter the telephone number (10-26 digits) of the Contract Administration Office (CAO) contact (22.2.1.9) for this record. If you enter ten (10) digits, the number is automatically formatted as xxx-xxx-xxxx. If you enter 11-26 digits, the number appears exactly as you type it. This is a required data element.

22.2.1.11 Contact DSN

Enter the Defense Switched Network (DSN) number (7 or 10-15 digits) for the Contract Administration Office (CAO) contact (22.2.1.9) for this record. If you enter seven (7) digits, the number is automatically formatted as xxx-xxxx. If you enter ten (10) digits, the number is automatically formatted as xxx-xxx-xxxx. If you enter 11-15 digits, the number appears exactly as you type it.

22.2.1.12 Contact E-Mail

Enter the Internet e-mail address (up to 60 alphanumeric characters) for the Contract Administration Office (CAO) Contact (22.2.1.9) for this record.

22.2.1.13 Service

Select the appropriate circle to indicate the service to which the product was provided. The choices are Army, Navy, Air Force, Marines, DLA or Other. This is a required data element.

22.2.1.14 Information provided in a timely manner?

Select the appropriate circle for the rating provided by the customer as to the timeliness of provided information where 1 is for Totally Dissatisfied and 6 is for Completely Satisfied.

Note: This information may be entered by the District only.

22.2.1.15 Information accurate and complete?

Select the appropriate circle for the rating provided by the customer as to the accuracy and completeness of provided information where 1 is for Totally Dissatisfied and 6 is for Completely Satisfied. *Note: This information may be entered by the District only.*

22.2.1.16 Was information “value-added”?

Select the appropriate circle for the rating provided by the customer as whether or not the information was “value added” where 1 is for Totally Dissatisfied and 6 is for Completely Satisfied. *Note: This information may be entered by the District only.*

22.2.1.17 Customer satisfied with product/service?

Select the appropriate circle for the rating provided by the customer as to their satisfaction with the product and/or services provided where 1 is for Totally Dissatisfied and 6 is for Completely Satisfied. *Note: This information may be entered by the District only.*

22.3 Customer Support Postcard Trailers Screen 2

Screen 2 (Figure 22.4) has eight (8) data elements for information about the customer, the organization, process status and comments. All data elements on this screen except Comments, Status and Followup can be entered only by Contract Administration Office (CAO) personnel. Comments and Status can be entered only by District personnel.

The screenshot shows a software window titled "Postcard Trailers (Screen 2 of 2)". It features a menu bar with "File", "Edit", "Functions", "Administration", and "Help". Below the menu is a toolbar with icons for saving, printing, navigating, and other functions. The main content area is yellow and contains several data entry fields:

- Customer DoDAAC:** A text box containing "22.3.1".
- Customer Name:** A text box containing "22.3.1".
- Organization:** A text box containing "22.3.1.3".
- Phone:** A text box containing "22.3.1".
- DSN:** A text box containing "22.3.1.5".
- Comments:** A large text area containing "22.3.1.6".
- Status:** A group of four radio buttons labeled "Closed", "Pending Reply", "Needs Followup", and "In Process". A callout box points to this group with the number "22.3.1.7".
- Followup:** A large text area containing "22.3.1.8".

Figure 22.4 Customer Support Postcard Trailers Screen 2
Note: Numbers in data boxes indicate corresponding section numbers.

22.3.1 Fields for Customer Support Postcard Trailers Screen 2

22.3.1.1 Customer DoDAAC

Enter the 6-character alphanumeric DoDAAC code which identifies the customer. This is a required data element.

22.3.1.2 Customer Name

Enter the customer's name (up to 30 alpha characters).

22.3.1.3 Organization

This protected data box is automatically populated with the organization code based on the Customer DoDAAC (22.3.1.1).

22.3.1.4 Phone

Enter the telephone number (10-26 digits) of the customer. If you enter ten (10) digits, the number is automatically formatted as xxx-xxx-xxxx. If you enter 11-26 digits, the number appears exactly as you type it.

22.3.1.5 DSN

Enter the Defense Switched Network (DSN) number (7 or 10-15 digits) of the customer. If you enter seven (7) digits, the number is automatically formatted as xxx-xxxx. If you enter ten (10) digits, the number is automatically formatted as xxx-xxx-xxxx. If you enter 11-15 digits, the number appears exactly as you type it.

22.3.1.6 Comments

This is for entering the customer's comments. *Note: This information may be entered by the District only.*

22.3.1.7 Status

This is for indicating the position of the record in the postcard trailer process. The choices are Closed, Pending Reply, Needs Followup and In Process. The default setting is "Pending Reply." Once the Date Received (22.2.1.3) is entered, the value is automatically set as "In Process." *Note: This status may be changed by the District only.*

22.3.1.8 Followup

Enter information as to any additional actions (follow-up) to be taken regarding this record. *Note: This information may be entered by the District only.*